



WARRANTY TERMS AND CONDITIONS

Air and Ground Source Heat Pumps

Applicable Brands	Ecoforest Heat Pumps
UK Distribution Partner	The Energy Lab Solutions Ltd
Schedule of Rates	Valid from 16 June 2026
Warranty Registration	support@energylabuk.com

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WARRANTY TERMS AND CONDITIONS

This Warranty is for the repair of Air and Ground Source Heat Pumps where there are manufacturing or component faults, subject to the following conditions and exclusions. This Warranty applies to Ecoforest Heat Pumps sold by their UK distribution partner 'The Energy Lab Solutions Ltd'.

1. General Terms of Warranty

- 1.1 A 'Standard Product Warranty' 5-year product warranty is provided on all Ecoforest Heat Pumps and commences on the date of the sales invoice.
- 1.2 The 'Warranty' cover is as detailed below. The warranty is provided on proof of commissioning and required service record based on the age of the installation. This includes:
 - 5-years parts and labour on the refrigerant circuit.
 - 5-years parts-only cover on all other components.
 - 2-year Labour contribution on all components in accordance with the applicable schedule.

The Warranty must be registered with support@energylabuk.com and the following information must be received within 30 days of commissioning and include:

- Commissioning Document, available from support@energylabuk.com
- 'The Energy Lab Solutions Ltd' will register the commissioning with Ecoforest as applicable.

The commissioning document may also be accessed using the QR code supplied with the heat pump. The installer is responsible for scanning the QR code, downloading the relevant commissioning sheet, completing it in full, and returning it to support@energylabuk.com within 30 days of commissioning.

2. Validity of Warranty

- 2.1 This warranty is only valid on purchases made through the UK distributor 'The Energy Lab Solutions UK'
- 2.2 Ecoforest products are properly installed and commissioned by trained and authorised personnel approved by 'The Energy Lab Solutions Ltd', and in accordance with the installation manual instructions.
- 2.3 Properly maintained in accordance with Clause 5 below; and
- 2.4 Is used for the sole purpose for which they were designed and in accordance with their user manuals.

3. Exclusions

This warranty does not cover:

- 3.1 Damage caused by the manipulation, removal or reinstallation of a product other than by trained and authorised personnel.
- 3.2 Repair work or installation of components other than by trained and authorised personnel;
- 3.3 The misuse of a product or part;
- 3.4 Installation faults;
- 3.5 The 'Warranty' will become void if the fault logs are deleted on any machine.
- 3.6 The improper design and/or sizing of the installation;
- 3.7 A lack of maintenance (as a minimum there must be an annual service) by trained and authorised personnel, for both the product and the installation;
- 3.8 Any element that differs from those originally assembled or recommended by the manufacturer;
- 3.9 Electrical overloads, weather conditions, chemical agents, non-authorised modifications on the product or other external causes;
- 3.10 Excessive wear caused by more than 3000 annual running hours;
- 3.11 Leaking connections on flexible hoses and tapings
- 3.12 Poor water quality
- 3.13 Transporting of the product or any part; or
- 3.14 Accident.
- 3.15 The labour costs of any repair or replacement carried out under this warranty other than those set out in Clause 6 below.
- 3.16 The repair or replacement of leaking connection on flexible hoses and tapings.
- 3.17 Replacing refrigerant or components on the compressor circuit unless specifically advised by and agreed in writing by 'The Energy Lab Solutions Ltd'.

4. Using this Warranty

The installer is responsible for the first contact diagnosis and managing the repair and replacement of the products under this warranty. If that is not possible then the customer should contact 'The Energy Lab Solutions Ltd' in the first instance who will allocate a suitable installer and provide a cost for this work.

- 4.2 'The Energy Lab Solutions Ltd' will not accept or reimburse the costs of any third party who undertakes any work on the product (including but not limited to fitting or replacing parts) without 'The Energy Lab Solutions Ltd' first approving such works (including who is authorised to carry them out). Such approval must be obtained in writing by the Customer prior to any works being carried out.

- 4.3 The Energy Lab Solutions Ltd will not accept, process, reimburse, or make any payment in respect of a warranty claim unless a warranty repair authorisation has been granted in advance. Where a warranty repair authorisation is requested or issued, the customer must email the completed service form and all supporting evidence and accompanying documentation to support@energylabuk.com.

5. Product Maintenance

- 5.1 All products must be maintained in accordance with their specific service and maintenance plan. All service and maintenance work must be carried out by certified personnel in accordance with Ecoforest service and maintenance specifications.
- 5.2 The minimum service interval for any heat pump is at 12 monthly intervals.
- 5.3 Please see Appendix 1 'Annual Service Plan'

6. Repairs Under Warranty

- 6.1 'The Energy Lab Solutions Ltd' will cover the costs of labour for approved personnel to carry out approved works under the 2-year 'Labour Contribution Warranty'. This will be paid in accordance with the 'Schedule of Rates' detailed below. Thereafter, 'The Energy Lab Solutions Ltd' will not be responsible for any costs incurred outside of the 'Schedule of Rates' in the carrying out of any work, repair or replacement that may be required and this liability must be met by either the installer or the customer.
- 6.2 'Schedule of Rates' valid from 16th of June 2026:

Item / Service	Rate
Administration and Travel for the replacement of any listed below	£60
Exchange an Inverter Board	£120
Exchange Micro PCB	£120
Exchange a temperature sensor (outdoor, buffer, DHW etc.)	£80
Exchange circulation pump heating side	£120
Exchange circulation pump brine side	£120
Exchange heating immersion	£120
Exchange a pressure sensor (Brine/Heating)	£80
Exchange Diverter valve	£90
Exchange an expansion vessel/PRV	£80
Exchange a panel/cover	£80
Exchange a Carel Controller	£80
Refrigeration work	TBC

7. Assessment and Approval of Part Returned under Warranty

- 7.1 Where a part is suspected to be faulty under warranty, the attending engineer or installer must contact 'The Energy Lab Solutions Ltd' technical office while on site, before replacing the part, and ensure the software has been updated to latest version before contacting 'The Energy Lab Solutions Ltd'. 'The Energy Lab Solutions Ltd' must be provided with the relevant fault information, diagnosis, fault codes, photographs, serial numbers, and any other information reasonably required to assess the reported issue.
- 7.2 The 'Energy Lab Solutions Ltd' will review the information provided and, where appropriate, provide replacement advice and authorise the issue of a replacement part. No replacement part will be treated as accepted under warranty unless the technical office has been contacted and the warranty process has been followed.
- 7.3 Replacement parts issued under a suspected warranty claim will be supplied under invoice on 90 days net payment terms from the date of invoice. This allows time for the original part to be returned, inspected, and tested. The issue of a replacement part does not confirm that the warranty claim has been accepted.
- 7.4 The original suspected faulty part must be returned to 'The Energy Lab Solutions Ltd' head office as soon as reasonably practicable, and in any event within the timescale advised by 'The Energy Lab Solutions Ltd'. The part must be returned with the relevant warranty claim reference, fault details, installation information, and any supporting evidence requested.
- 7.5 The returned product will be assessed to determine if the warranty claim is valid in accordance with the terms and conditions set out in clause 2.
- 7.6 Any item that cannot be fully diagnosed by 'The Energy Lab Solutions Ltd' may be sent to the relevant manufacturer or factory for further inspection, testing, and technical assessment before any credit, refund, or warranty approval is issued.
- 7.7 Where the manufacturer, factory, or 'The Energy Lab Solutions Ltd' confirms that the part has failed due to a valid warranty defect, the replacement part invoice will be credited or refunded, subject to the warranty terms and conditions. Where the invoice has not yet been paid, a credit will be applied to cancel the invoice balance.
- 7.8 Where the returned part is not confirmed as a valid warranty failure, or where the fault is caused by installation error, incorrect diagnosis, misuse, lack of maintenance, external damage, incorrect commissioning, or any other excluded cause, the replacement part invoice will remain payable in full.

- 7.9 Where the original part is not returned, is returned late, is damaged due to poor packaging, or the warranty claim is not validated, The Energy Lab Solutions Ltd reserves the right to charge the customer, installer, or commercial purchaser for the replacement part and any associated delivery, collection, return, or transport costs.
- 7.10 'The Energy Lab Solutions Ltd' will not accept liability for unauthorised replacement parts, third-party costs, labour, attendance, access equipment, consequential loss, or any works carried out before the warranty process has been followed and technical confirmation has been obtained.